# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
# TASK ASSIGNMENT (TA)

1. **TITLE:** (B7) Desktop Card Reader Integration Support

| | | | |
|---|---|---|---|
| **TA No:** | 262-Rev2 | | |
| **Task Area Monitor:** | | **Alternate Task Area Monitor:** | None |
| **NASA POC:** | None | **Software Control Class:** | Low Control |
| **Type of Task:** | Recurring Task | | |

2. **BACKGROUND**

NASA's implementation of Homeland Security Presidential Directive 12, aka "HSPD-12," mandates:

- More rigorous proof and documentation of an individual's identity.

- More secure physical and logical access to federal facilities and systems.

- Background investigations for all civil servants, contractors, and remote-only IT users.

- Standard federal Smart Card badge for civil servants and contractors.

- Two-factor authentication to IT systems, applications, desktops, and servers utilizing a standard Smart Card.

The focus of this task is on planning and coordinating the installation of card reader kits (hardware, middleware, and configuration settings) to Langley's computers. The new badge system is a government wide standard for secure and reliable form of identification for federal employees and contractors. Every federal employee and contractor will be affected. More specifically, anyone who works at LaRC will be required to comply.

3. **OBJECTIVE**

Provide technical leadership and coordination for the Desktop Card Reader Integration project at LaRC. The responsibilities include attending programmatic and technical discussions/meetings; coordinating with other contractors for scheduling, technical, and administrative support; performing project management tasks such as risk, impact, and requirements analysis; interfacing with other NASA Centers including GRC - the lead Center; and assisting with change management and communication out to the Center personnel to ensure a smooth rollout is achieved.

4. **GENERAL IT SUPPORT SERVICES**

**Services Specified Through Exhibit A:**
None

**Maintenance of Software Developed By or For LaRC:**
None

**Customer Support and IT Consultation and Training:**
None

**Exceptions and Additional Requirements:**
None

**General IT Support Services Performance Metrics**

Performance Standard: Inventory of equipment and software is up-to-date and accurate.

Performance Metrics:

Exceeds: "Meets" and: semi-annual audit finds no deviations from the actual configuration, or improvements have been made to the configuration management system.

Meets: Data format is satisfactory, semi-annual audit finds only minor deviations from actual configuration, and tracking log is up-to-date.

Fails: Any of the requirements of this subsection are not satisfied.

Performance Standard: Required documentation is complete, understandable, and up-to-date.

Performance Metrics:

Exceeds: Documentation is complete and up-to-date. Improvements have been made in the clarity of documentation.

Meets: Documentation is complete with only minor errors noted.

Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the systems.


5. **SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

   None required.


6. **WORK-AREA SPECIFIC SERVICES**

   Work Area Title: Desktop card reader integration technical lead support

   LaRC Manager:

   Work Area Description: Technical Project Management Support

   Work Area Requirements: Provide technical project management support as noted above. This will include providing alternative technical solutions if the HSPD12 team's technical support POC is not available. This task is delayed due to project slips and will be reevaluated in the October-November 2008 timeframe.

7.  **Exhibit A**

    None required.

8.  **SPECIAL SECURITY REQUIREMENTS**

    None required.

9.  **SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

    None required.

10. **JOINT REVIEW SCHEDULE**

    Monthly status reports are required

11. **PERIOD OF PERFORMANCE**

    This TA is effective from 06/08/07 to 04/27/09

12. **TECHNICAL PERFORMANCE RATING**

    In evaluating Technical Performance, quality and timeliness shall be rated as follows: Both quality and timeliness are important.

    Quality:  50%      Timeliness:  50%

13. **RESPONSE REQUIREMENTS**

    This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. **FUNDING INFORMATION**

    Funding has not been entered for this TA.

15. **MILESTONES**

    None required.

16. **DELIVERABLES**

    None required.

17. **FILE ATTACHMENTS**

None.